



COUNTY OF LOS ANGELES
COMMUNITY AND SENIOR SERVICES
INTERDEPARTMENTAL PROMOTIONAL OPPORTUNITY



RESTRICTED TO PERMANENT EMPLOYEES OF THE COUNTY OF LOS ANGELES WHO HAVE SUCCESSFULLY COMPLETED THEIR INITIAL PROBATIONARY PERIOD AND MEET THE QUALIFYING REQUIREMENTS LISTED BELOW. APPLICANTS MUST INDICATE THEIR DEPARTMENT NAME AND NUMBER ON SECTION 10 OF THE EMPLOYMENT APPLICATION. THE DEPARTMENT NUMBER IS IDENTIFIED ON APPLICANT'S PAYROLL WARRANT.

THIS ANNOUNCEMENT IS A RE-BULLETIN TO RE-OPEN FOR FILING AND SUPERSEDES BULLETIN NO. 08-10 POSTED ON SEPTEMBER 25, 2008. PERSONS WHO HAVE ALREADY APPLIED WITHIN THE LAST TWELVE (12) MONTHS NEED NOT REAPPLY, BUT MAY SUBMIT ADDITIONAL INFORMATION BY THE LAST DAY OF FILING. THE INFORMATION MUST INCLUDE THE CORRECT EXAMINATION TITLE AND NUMBER.

Bulletin No. 1103BR

Posting Date: December 03, 2009

JOB TITLE	<u>STAFF DEVELOPMENT SPECIALIST</u>
EXAM NUMBER	618612B
FILING DATES	December 04, 2009 until needs are met
SALARY	\$4,454.18 - \$5,842.09 MONTHLY
POSITION INFORMATION	<p>Coordinates and participates in the development, implementation, and presentation of staff development programs and activities of a County department.</p> <p>Positions allocable to this class typically report to a Head, Staff Development Specialist, Training Coordinator, or a departmental administrative manager and are characterized by their responsibility for analyzing training needs, developing, coordinating, and implementing staff development programs in the areas of personnel, management, supervision, clerical, customer service, automated systems, and other departmental programs for all staff of a County department. These positions plan training programs which may be presented by the incumbent, departmental subject matter experts, or outside consultants and evaluate the results and effectiveness of these training programs. Incumbents in these positions must exercise knowledge of the principles, practices, methods and techniques in training development and the functions and services of the department's operations; effective communication techniques to present training materials before large groups; and, the ability to develop and organize training instructional materials, reports, and correspondence.</p>
ESSENTIAL JOB FUNCTIONS	<p>Develops training needs questionnaires or other assessment instruments according to feedback obtained from management, audit reports, Internet resources, and/or Departmental training files; disseminates questionnaires to target population groups via electronic channels (e-mail); collects and analyzes survey responses to identify competency needs.</p> <p>Designs training curricula, lesson plans, presentation handbooks and other in-class materials for leadership (supervision, performance management), communication (writing, interpersonal effectiveness), conflict resolution, automation (MS Word and Excel), and other skill-based learning programs.</p> <p>Evaluates County and/or vendor training curricula and materials as well as observes in-class presentations in order to modify training programs according to Departmental</p>

Community and Senior Services: Address: 3175 W 6th Street, Room 404, Los Angeles, CA 90020
24-Hour Job Line: (800)970-LIST; TTY Phone: (213) 427-6161

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SELECTION REQUIREMENTS

needs on a range of subjects, such as Sexual Harassment Prevention, Discrimination, Diversity, Performance Evaluations, and Customer Service.

Coordinates skill-based and mandated training programs by researching educational institutions for course information and availability; and, schedules employee training sessions offered by other County departments by utilizing the Countywide Learning Management Training system in accordance with established County policy and procedures.

Conducts classroom presentations on a wide range of mandated and ill-based training to departmental employees and management in accordance with established lesson plans.

Assesses current employee development programs by evaluating departmental employee's progress in the subject matter after completing courses; develops satisfaction surveys to evaluate the conductor's presentation skills and training materials; and recommends changes to employee development supervisor when necessary.

Develops employee development policies, procedures, and training material for management's review and approval by referencing existing Countywide policies and procedures to enhance current programs and policy.

A Bachelor's Degree from an *accredited college or university in training, education, organizational development, communications or human resources and one year of staff experience in planning, developing, and conducting staff development training programs and related activities -OR- a Bachelor's Degree from an accredited college or university and two years of the required training experience.

Physical Class: 2 - Light:

Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

Licenses: A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

Special Requirement Information: To qualify, applicants must have the required experience at the time of filing. No out-of-class experience will be accepted for this exam.

*Accredited institutions are those listed in the publications of regional, national, or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or Association of International Credential Evaluators, Inc.

In order to receive credit for any type of college degree, such as a Bachelor, Master, or Doctorate degree, you must include a legible copy of the official diploma, official transcripts, official letter from the accredited institution which shows the area of specialization or official certificates must be attached to the application at the time of filing.

DESIRABLE QUALIFICATIONS	<p>Experience in implementing new techniques and strategies in place of conventional approaches to satisfy training needs and challenges.</p> <p>Experience in conducting training in Sexual Harassment Prevention, Cultural Diversity, Business Writing/Grammar, Leadership, and Customer Service.</p> <p>Working knowledge of Los Angeles Countywide Learning Net and Manager Profile Survey.</p> <p>Working knowledge of Microsoft Word, Excel and PowerPoint.</p> <p>Excellent customer service and interpersonal skills.</p> <p>Excellent oral and written communication skills.</p>
SPECIAL INFORMATION	<p>Shift: Any Shift</p>
VACANCY INFORMATION	<p>The eligible register resulting from this examination will be used to fill a vacancy in Human Resources Division within Community and Senior Services.</p>
EXAMINATION CONTENT	<p>This examination consist of two parts: Part I - An interview weighted 50% to evaluate the applicant personal fitness, attitude and interest in the position, customer service focus and the general ability to perform the duties of the position. Part II - An Appraisal of Promotability (AP) which will evaluate knowledge and skills in the field, management and adaptability, problem solving and analytical ability, oral and written communication skills, and customer services and interpersonal skills, weighted 50%.</p> <p>Candidates must achieve a passing score of 70% or higher on each weighted part of this examination in order to be placed on the Eligible Register.</p>
ELIGIBILITY INFORMATION	<p>The names of candidates receiving a passing grade in this examination will be added to the Eligible Register and will appear in the order of their score group for a period of twelve (12) months following the date of eligibility.</p> <p>NO PERSON MAY COMPETE IN THIS EXAMINATION MORE THAN ONCE EVERY TWELVE (12) MONTHS.</p> <p style="text-align: center;">*** IMPORTANT INFORMATION ***</p>
APPLICATION INFORMATION	<p>All applicants are required to submit a Standard Los Angeles County Employment Application. You have the option of filing your application either Hard Copy submission -OR- Online (via electronic submission. PLEASE SELECT ONLY ONE METHOD TO FILE YOUR APPLICATION.</p> <p>THIS EXAMINATION WILL REMAIN OPEN UNTIL THE NEEDS OF THE DEPARTMENT ARE MET AND IS SUBJECT TO CLOSURE WITHOUT PRIOR NOTICE. APPLICATION FILING MAY BE SUSPENDED AT ANY TIME WITHOUT ADVANCE NOTICE.</p> <p>Instructions for Filing Online: A Standard Los Angeles County Employment Application for this examination may be completed online and submitted electronically, beginning Friday, December 4, 2009. Applications electronically received after 5:00 p.m., PST., Monday through Thursday or 4:00 p.m., PST., Friday on the last day of filing will not be accepted. Applicants, who apply Online, must either upload required documents as attachments during application submission or fax a photocopy of the required documents to (213) 480-0821 within five (5) days of filing Online. Please include the exam number and exam title. TO APPLY ONLINE CLICK ON THE LINK BELOW ON OR AFTER DECEMBER 4, 2009:</p>

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https://sjobs.brassring.com/1033/asp/tg/cim_jobdetail.asp?partnerid=25082&siteid=5045&areq=1103BR

Instructions for Hard Copy Submission: A Standard Los Angeles County Employment Application is available at the filing location below or may be downloaded from the Department of Human Resources website at:

<http://easier.co.la.ca.us/JobInfo/empapp.pdf>. (Use this only if you are not filing Online). Filing period begins Friday, December 4, 2009. A Standard Los Angeles County employment application will be accepted Monday through Thursday, from 8:00 a.m. to 5:00 p.m. and Fridays, from 8:00 a.m. to 4:00 p.m. at the address listed below.

The acceptance of your Los Angeles County Employment Application depends on whether you clearly show that you meet all of the Selection Requirements. COMPLETELY AND CORRECTLY FILL OUT EVERY PORTION OF YOUR COUNTY APPLICATION TO RECEIVE CREDIT FOR ALL RELEVANT EXPERIENCE, EDUCATION OR TRAINING. For each job held, give the name and address of your employer, your job title, beginning and ending dates, description of work performed and salary earned. If additional space is needed to list job experience, attach additional sheets to your application. These sheets must be in the same format as shown on the job application, in the "Work Experience" section (include job payroll title, salary, employer, employments dates, etc.). INCOMPLETE OR INACCURATE APPLICATIONS MAY BE REJECTED AT ANY STAGE OF THE SELECTION PROCESS. All requested, and/or required documentation (college degrees, licenses or certifications, transcripts, etc.) must be attached to your application at the time of filing. ALTHOUGH A RESUME MAY BE ATTACHED, IT WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR THE LOS ANGELES COUNTY EMPLOYMENT APPLICATION. Applications received after the close of filing date will not be accepted.

ALL INFORMATION IS SUBJECT TO VERIFICATION.

Submit completed application and any required supplemental (if any) in person or by U.S. Mail to the following address:

Community and Senior Services
3175 West Sixth Street, Room 404
Los Angeles, CA 90020
(213) 351-8905

**CHILD SUPPORT
COMPLIANCE**

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

**AN EQUAL
OPPORTUNITY
EMPLOYER**

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

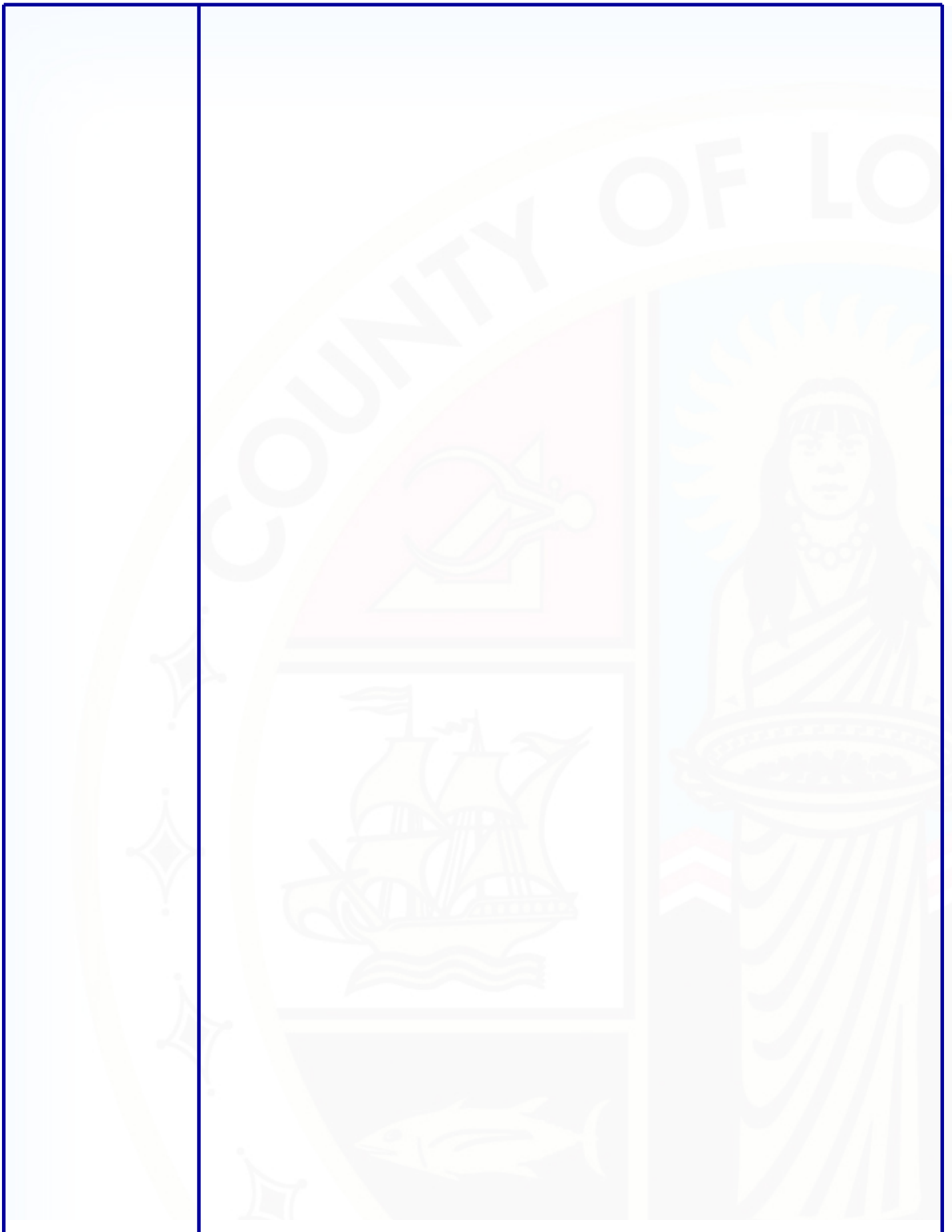
**DISABILITY
ACCOMMODATIONS**

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA coordinator at (213) 738-4249.

Contact the Coordinator of Personnel Services for Disabled Persons by calling (213) 738-4249. Hearing impaired applicants with telephone teletype equipment may leave messages by calling (213) 427-6161. The County will attempt to meet reasonable accommodation requests whenever possible.

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